

Applications: Overview

ASSESSMENT

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***Applications* refer to the software that supports daily business activities.**

This section briefly summarizes PTI's findings regarding Annapolis's primary software applications. Please see Appendix D for the detailed gap analysis derived from our review of Annapolis's application portfolio.

Applications: Findings

ASSESSMENT

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Based on our management interviews and application review, we made the following application-related observations during our assessment:

- ◆ **Many core municipal functions are not automated, including:**
 - Maintenance Management
 - Permitting
 - Human Resources
 - Utility Customer Services
 - Records Management
 - Public Transportation Management
- ◆ **As a result of this lack of automation, departments have made extensive use of the Corel Suite (e.g., WordPerfect, QuattroPro, Paradox) to address their automation needs – creating islands of redundant data and impeding information sharing among departments and with the community**
- ◆ **Additionally, statistical information for measuring and monitoring City financial and operational performance is difficult to gather or is non-existent**

Applications: Findings (continued)

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The assessment also noted these application-related issues:

- ◆ **Groupwise is not used by many City staff for calendaring and there are no personal digital assistant (PDA) integration procedures in place**
- ◆ **The Corel Suite meets basic user needs for personal productivity tools; however, the City is currently using an older version of the software**
- ◆ **Although the “Therefore” finance system provides basic accounting functionality for the Finance Department, significant issues surround it, including:**
 - It is no longer commercially supported
 - Lack of security features prevents decentralization of time entry, budget development, purchase requisitions, etc.
 - Customization to certain modules has created unexpected program anomalies
- ◆ **Fire Department records are only partially automated using isolated desktop applications – this was an issue in the last accreditation review**
- ◆ **None of the City’s applications interface with the website**
- ◆ **The outsourced parking ticket service, Complus, provides only summary financial information to the City from its billing/collection application**